

**UNEMPLOYMENT
INSURANCE AGENCY**

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FILING UNEMPLOYMENT CLAIMS BY TELEPHONE

The Unemployment Insurance Agency (UIA) has introduced a new method for filing unemployment claims. Unemployed workers throughout Michigan can now apply for unemployment benefits by telephone.

Telephone-Filed Claims

Unemployed workers in the state can now file their *new* unemployment claims or reopen established claims by dialing a special toll-free telephone number:

1-866-500-0017

This special telephone number is available to those calling from any area code in Michigan as well as throughout the United States and Canada.

UIA has established a schedule for jobless workers to follow when filing their claims. The schedule is based on the last two-digits of their Social Security numbers. If callers miss their scheduled call-in times, they can call anytime between 8:00 a.m. and 4:30 p.m. on Thursday or Friday.

Time	Monday	Tuesday	Wednesday	Thursday / Friday
8:00 a.m. to 12:30 p.m.	00 -- 15	34 – 48	67 – 81	Open call-in
12:30 p.m. to 4:30 p.m.	16 – 33	49 – 66	82 – 99	

For example, jobless workers with Social Security numbers ending in 55 would call-in their unemployment claims on Tuesday between 12:30 and 4:30 p.m.

Once callers complete the process of applying by telephone, which takes about 30 minutes, they will hear a confirmation number, which means the information has been received, and the claim will be processed. Within 10 days, callers should receive information by mail about their claims.

Information needed when filing an unemployment claim

When filing their unemployment claims, callers will need the following pieces of information:

- Social Security number;
- A PIN used to call MARVIN for an existing claim or previous claim, or a driver license or state ID number. (A PIN is desired but not required when filing by phone.);
- Complete mailing address with zip code;
- A telephone number;
- County of residence;
- For non U.S. citizens or nationals, an alien registration number and the

- expiration date for the work authorization; and
- For their employer(s) over the last 18 months:
 - Name and address;
 - Last day of work; and
 - Earnings for each calendar quarter during the last 18 months.

Certify through MARVIN

After the claim is filed, jobless workers must remember to certify once every two weeks by calling the Bureau's MARVIN system on their appointed time and day. The toll-free telephone number to MARVIN is **1-866-638-3993**.

Questions?

If you have questions about or problems with your unemployment claim and have filed your claim either by telephone or Internet, you can inquire about your claim by calling our telephone filed claims hotline at **1-866-500-0017** for assistance on weekdays from 8:00 a.m. to 4:30 p.m.

The unemployment insurance program also operates a general question toll-free customer service telephone hotline at **1-800-638-3995**. Representatives are available weekdays between 7:00 a.m. and 7:00 p.m.



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Unemployment Insurance Agency
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DLEG is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. For more EO information, call DLEG's EO office at 313/456-2461. TTY services are available at 1-866-366-0004. Visit our website at www.michigan.gov/uia